



Staff Complaint Procedure

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.
All complaints are 'Confidential'

Contact your Line Manager.
Be as clear as possible about:

- What is troubling you?
- The nature of the complaint.
- The department involved

Complaint or Concern

ACADEMIC ISSUES

Refer to your Upline or Head of Learning Area

Unsatisfied?
If required refer to Deputy Principal Learning and Teaching / Head of Primary

Unsatisfied?
If required refer to Principal

BULLYING/ PASTORAL CARE BEHAVIOUR MANAGEMENT

Refer to your Upline or Head of Year

Unsatisfied?
If required refer to Deputy Principal Student Services / Head of Primary

Unsatisfied?
If required refer to Principal

REGARDING A PARTICULAR TEACHER

Refer to Principal

REGARDING THE PRINCIPAL

Refer to the Board Chair
BoardChair@tkc.wa.edu.au

If complaint is not resolved, full complaint will be submitted to Board Chair
E: BoardChair@tkc.wa.edu.au

If complaint remains unresolved, concern will be referred to an independent arbiter